



**AUTHORIZED FEDERAL SUPPLY SERVICE FOR
MANAGEMENT, ORGANIZATIONAL AND BUSINESS IMPROVEMENT**



SERVICES (MOBIS)



U.S. General Services Administration

TECHNICAL SOLUTIONS AND MAINTENANCE, INC.

An ISO 9001:2008 Certified Company, WOB, SDB

**Ordering and Administration Office:
205 S. Whiting St., #405, Alexandria, VA 22304
TEL – 703-370-1104/FAX 703-370-1105**

<http://www.tsm-clitech.com>

#GS-10F-0281M

Authorized Federal Supply Schedule Price List

Dated: May 9, 2002 through May 8, 2017

Number	Description
Special Item No. 874-1 and 1RC	Integrated Consultant Services
Special Item No. 874-4 and 4RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships
Special Item No. 874-5	Ancillary Supplies and/or Services
Special Item No. 874-6 and 6RC	Acquisition Management Support

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic [deliver order](#) are available through GSA Advantage! a menu-driven database system. The Internet address for GSA Advantage is <http://www.gsaadvantage.gov>. For more information on ordering from Federal Supply Schedules, click on the <http://www.gsaadvantage.gov>

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FEDERAL SUPPLY SERVICE FOR MANAGEMENT, ORGANIZATIONAL AND BUSINESS IMPROVEMENT SERVICES (MOBIS)

Contract Number: GS10F-0281M

Period Covered by Contract: May 9, 2002 through May 8, 2017

General Services Administration, Federal Acquisition Service

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

Technical Solutions and Maintenance, Inc., 205 S. Whiting St., Suite 405, Alexandria, VA 22304

Telephone: 703-370-1104

www.tsm-clitech.com

Business Size: Small, Small Disadvantaged, and Woman-Owned,

Contract Administration: Ms. Kiralfy C. Forte

703-370-1104, ext. 203

Email: KForte@tsm-clitech.com

1a. Table of Awarded Special Item Number(s) with appropriate cross reference to page numbers:

Special Item No. 874-1 & 1RC - Integrated Consultant Services

Special Item No. 874-4 & 4RC- Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

Special Item No. 874-5 -Ancillary Supplies and/or Services

Special Item No. 874-6 & 6RC -Acquisition Management Support

1b. Lowest price model is not applicable.

1c. Attached TSM has provided the proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services on this contract.

2. Maximum Order: \$1,000,000.00
3. Minimum Order: \$100.00
4. Geographic Coverage (delivery Area): Domestic Only
5. Point(s) of production (city, county, and state or foreign country): 205 S. Whiting St., #405, Alexandria, VA 22304
6. Discount from list prices or statement of net price: Discounts are already deducted from Government net prices.
7. Quantity discounts: No quantity discounts apply
8. Prompt payment terms: No prompt payment discounts
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: TSM will accept Government purchase cards when orders meet or exceed \$2,500.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: TSM will accept Government purchase cards when orders meet or exceed \$2,500.
10. Foreign items (list items by country of origin): TSM offers no foreign items.
- 11a. Time of Delivery (Contractor insert number of days): Time of delivery in accordance with contract requirements.
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: TSM has no items with Expedited Delivery.
- 11c. Overnight and 2-day delivery. Contact TSM for overnight and 2-day delivery rates and requirements.
- 11d. Urgent Requirements. Contact TSM for "Urgent Requirements requiring a faster delivery.
12. F.O.B Points(s):Destination
- 13a. Ordering Address(es): TSM, Inc., 205 S. Whiting St., #405, Alexandria, VA 22304
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es): TSM, Inc., 205 S. Whiting St., #405, Alexandria, VA 22304
15. Warranty provision: Standard Commercial Warranty.
16. Export Packing Charges are not applicable
17. Contact TSM for terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
18. Terms and conditions of rental, maintenance, and repair are not applicable.
19. Terms and conditions of installation are not applicable.
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices are not if applicable.
- 20a. Terms and conditions for any other services are not applicable.
21. List of service and distribution points are not applicable.
22. List of participating dealers are not applicable.
23. Preventive maintenance is not applicable.
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants is not applicable.
- 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found In accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all products or services utilized or generated by TSM therein are 508 compliant.
25. Data Universal Numbering System (DUNS) number: 83-598-1481
26. TSM is registered in Central Contractor Registration (CCR) database.

**INTEGRATED CONSULTING SERVICES
SPECIAL ITEM NUMBER: 874-1 & 1RC**

TSM will provide expert advice and assistance in support of an agency's mission-oriented business functions. Services covered by this SIN include:

- Management or strategy consulting, including research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services
- Facilitation and related decision support services
- Survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings
- Advisory and assistance services in accordance with FAR 37.203
- Note: Consulting services where the preponderance of work is specifically covered under other GSA Schedules are not permitted under this SIN; please refer to the Scope of Work in Part I of the MOBIS solicitation for further information.
- Under this re-defined SIN, our customers may order any of the services included in the SIN description. Expanding the scope of the SIN will enable our customers to acquire complementary services under just one SIN, and we expect this will reduce some of the time and effort in soliciting and evaluating quotes under multiple SINs.

**TRAINING SERVICES: INSTRUCTOR-LED TRAINING, WEB-BASED TRAINING, AND
EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION,
LEARNING MANAGEMENT, INTERNSHIPS
SPECIAL ITEM NUMBER: 874-4 & 4RC**

Proposed courses will be commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Courses will have a defined course title, length of time (i.e. hours, days, semesters, etc.), description of material to be taught (i.e. syllabi, table of contents, etc.), and whether materials are included in the price. (i.e. books, pamphlets, software, etc.). Support materials not included may be offered under SIN 874-5. Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. Internet/Intranet, software packages and computer applications) system. Proposed customization services are the result of planning, creating, and/or executing a proprietary format and may be priced as a flat rate or as Labor/hours using professional labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), Systems requirements and methodology(ies) to be used should be stated. Functional industry-specific training covered under other schedules will not be accomplished under this SIN. Customized course(s) will include labor categories (i.e. Subject Matter Experts (SMEs), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), and methodology(ies) to be used.

ANCILLARY SUPPLIES AND /OR SERVICES
SPECIAL ITEM NUMBER: 874-5

Ancillary supplies and/or services are for orders and blanket purchase agreements that complete work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN excludes purchases that are exclusively for supplies and/or services already available under another schedule. The work performed under this SIN shall be associated with existing SIN(s) that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies or services purchased under another SIN(s) of the same schedule. Offerors may be required to provide additional information to support that their proposed Ancillary supplies and/or services are commercially offered in support of one or more SINs under this schedule.

ACQUISITION MANAGEMENT SUPPORT
SPECIAL ITEM NUMBER: 874-6 & 6RC

TSM will provide expert advice, consultation, assistance, and documentation in support of studies conducted under OMB Circular A-76 or other privatization or commercial activities studies, projects, or efforts. Services provided under this SIN allows for a variety of support documentation to be written. TSM provides professional support services to agencies in conducting federal acquisition management activities. Services covered by this SIN includes acquisition planning assistance, including market research and recommending procurement strategy: acquisition document development, including cost/price estimates, quality assurance surveillance plans, statements of work, synopses, solicitations, price negotiation memoranda, etc.: expert assistance in supporting proposal evaluations, including price/cost analysis or technical proposal analysis: contract administration support services, including assistance with reviewing contractor performance, developing contract modifications, and investigating reports of contract discrepancies: contract close-out assistance; Competitive Sourcing support, including OMB Circular A-76 studies, strategic sourcing studies, privatization studies, public-private partnerships, and Federal Activities Inventory Reform (FAIR) Act studies. Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited under MOBIS. It is the responsibility of the Contracting Officer placing the order to make this determination. Customized courseware, pamphlets, plans, and studies are available. TSM's support levels can be further detailed as follows:

- Strategic, Tactical, and Operational Level Planning Support
- Development of Quality Assurance Surveillance Plans (QASP)
- Development of In-House Government Cost Estimates
- Comparison of In-House Bids to Proposed Inter- service Support Agreement (ISSA) Prices
- Performance of Management Studies to Determine the Government's Most Efficient Organization (MEO)
- Development of Performance Work Statements (PWS)

- Initial Study Planning
- Administrative Appeal Process Support
- Public-Private Partnership Support
- Assessments and or Studies Of Potential Privatization Initiatives

LABOR CATEGORY PRICING TABLE: 874-1 & 1RC, 874-4 & 4RC, 874-5, AND 874-6 & 6RC

CLIN #	Labor Category Offered	Government Hourly Rate
1	Administrative Assistant	\$37.05
2	Project Manager	\$109.40
3	Program Manager	\$109.40
4	Support Specialist	\$65.07
5	Graphics Specialist	\$58.42
6	Subject Matter Expert	\$109.25
7	Technical Editor	\$58.90
8	Technical Writer	\$56.05
9	Word Processor	\$49.40
10	Training Specialist	\$65.08
11	Business Process Specialist	\$87.16
12	Business Process Engineer	\$81.70
13	Business Process Analyst	79.80
14	Senior Training Specialist	\$71.25
15	Senior Designer	\$87.16

The Service Contract (SCA) is applicable to this contract and it includes SCA applicable labor categories. The matrix and narrative below are incorporated into the contract and must be included in the contractor's price catalog on GSA Advantage.

SCA Eligible Contract Labor Category	SCA Matrix SCA Equivalent Code – Title	WD Number
Administrative Assistant	01020-Administrative Assistant	2005-2103
Technical Writer	30462-Technical Writer II	2005-2103
Word Processor	01612-Word Processor II	2005-2103

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the identified SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

TRAINING SERVICES: INSTRUCTOR LED TRAINING, WEB BASED TRAINING AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION, LEARNING MANAGEMENT, INTERNSHIPS PRICING TABLE: 874-4 & 4RC
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CLIN	Course Title	Duration	GSA Price Per Student (Open Enrollment)
1	Total Quality Management	3 Days	\$641.25
2	Presentation Techniques	1 Day	\$213.75
3	Conflict Resolution	1 Day	\$213.75
4	Effective Communication	2 Days	\$427.50
5	Business Process Reengineering	3 Days	\$641.25
6	Cultural Diversity	1 Day	\$213.75
7	Ethics Training	1 Day	\$213.75
8	Team Building	2 Days	\$427.50
9	Train - the - Trainer	2 Days	\$427.50
10	Technical Writing	2 Days	\$427.50

CLIN	Course Title	Duration	GSA Price Per Student (Open Enrollment)
11	Strategic Planning	1 Day	\$213.75
12	Management Skills	2 Days	\$427.50
13	Causal Factor Reengineering	1 Day	\$213.75
14	Root Cause Analysis	2 Days	\$427.50
15	Peer Coaching	1 Day	\$213.75

Item	Unit	GSA Price
<u>RCA Training Manual</u> – provides the methodologies and techniques necessary to identify, investigate, and categorize the root cause of problems within an organization. Provides the supplementary techniques to use for enhancing the basis three steps of Root Cause Analysis.	Each	\$ 94.05
<u>RCA Handbook</u> – provides detailed information on root cause analysis techniques. Assists in investigation and determining the WHAT, WHEN, WHY, and HOW it happened.	Each	\$ 166.25
<u>RCA Step-by-Step Guide</u> - this user-friendly, step-by-step guide will assist you in conducting a Root Cause Analysis. As an investigator, your responsibility is to get to the root cause of the problem. When you identify the cause(s) of your problem, it is then and only then, that you are able to implement solutions to prevent or minimize the reoccurrence of the problem(s).	Each	\$ 94.05
<u>Integrated Root Cause Reporting Guide</u> – ties the analysis to different levels of the pyramid analysis processes. Utilizes a broad base of operational and assessment data that provides the problem solver with a step-by-step road map to identify underlying structural problems and the means to prevent	Each	\$ 166.25

reoccurrences.		
Causal Factor Reengineering Manual – This manual presents the methodologies necessary to track corrective actions and the solutions to prevent or minimize their reoccurrences.	Each	\$ 166.25

LABOR CATEGORY DESCRIPTIONS: 874-1 & 1RC, 874-4 & 4RC, 874-5, AND 874-6 & 6RC

This section presents descriptions of service offerings by labor categories. Personnel provided under this contract by TSM, Inc., shall have experience, education, and expertise as delineated in the authorized IT schedule price list. When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made as shown below, Allowable Substitutions of Education and Experience. The minimum education and experience will be met when the educational equivalencies in the tables below are considered. Note: There are allowable substitutions of education and experience. Additional educational achievements in excess of requirements may be substituted for experience requirements.

Required Education	Actual Education Obtained	Additonal Years of Experience Credited the TSM Employee
MA/MS	Ph.D	4
BA/BS	Ph.D	6
NONE	HS/GED	2
HS/GED	Tech-Inst/ Military Tech	2
HS/GED	BA/BS	4
HS/GED	MA/MS	6
HS/GED	Ph.D.	No Equivalency
BA/BS	MA/MS	2
BA/BS	Ph.D	6
MA/MS	Ph.D	4

Commercial Job Title: Administrative Assistant

Minimum/General Experience:

One or more years of experience in general office practices. Proficiency with word processing, spreadsheets, database, and other office software.

Functional Responsibility:

Conducts a variety of clerical and other administrative tasks. Types correspondence and other documents and forms as directed. Maintains project files both manually and electronically. Maintains the calendar for the office staff. Plans and coordinates project meetings as directed. Makes travel arrangements for staff. Attends project meetings, recording meeting minutes and action items. Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status. Prepares budget, cost, and other spreadsheets. Provides word processing support as needed for data conversion, records or data management, and non-technical documentation.

Minimum Education:

High School diploma.

CLIN # 1

Commercial Job Title: Project Manager

Minimum/General Experience:

Combination of ten years of experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

Functional Responsibility:

Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

Minimum Education:

Bachelor's degree in Computer Science or a related field, or in the project's functional area.

CLIN # 2

Commercial Job Title: Program Manager

Minimum/General Experience:

Combination of ten years of experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

Functional Responsibility:

Responsible for planning and executing a project program. Prepares and maintains the program schedule and budget. Prepares and delivers status reports to the customer. Alternative point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters.

Minimum Education:

Bachelor's degree in Management or a related field, or in the program's functional area.

CLIN # 3

Commercial Job Title: Support Specialist

Minimum/General Experience:

Personal or educational experience that demonstrates an understanding of the fundamental concepts, practices, and procedures, including those related to automation/computing, of the field of specialization relative to the assignment. At least three (3) years of experience in the related field and experience in providing support to major system procurements at high values to support complex requirements. Shall clearly possess the ability to communicate effectively, both orally and in writing, with senior personnel.

Functional Responsibility:

Provides support for repetitive or routine activities, according to established procedures or instructions, relative to the assignment. Uses the basic elements of models, tools, utilities, applications/systems, software, or databases to perform assigned tasks. Provide support and assistance in essentially all non-inherently governmental areas of Federal Acquisition Regulation (FAR) based Federal procurement in which advanced or complex knowledge and expertise is required. Conducts various levels of audit and analysis of financial operations and prepare reports relative to various organizational entities. Examine the audited financial statements of private businesses subject to government regulations or federal taxation. Review internal controls and manage real-time data of computer automated transactions. Use software packages to manage data and analyze financial requirements.

Minimum Education: Bachelor's degree or equivalent with 24 semester hours among accounting, financial management, law, business, finance, contracts, purchasing, economics, industrial management, marketing, quantitative methods, and organization.

CLIN #: 4

Commercial Job Title: Graphics Specialist

Minimum/General Experience:

One year computer graphics experience.

Functional Responsibility:

Designs and produces computer graphic images in coordination with users' requirements. Sets up and operates computer graphic systems. Troubleshoots equipment problems and performs minor preventive maintenance. Coordinates graphic production scheduling and support from outside vendors. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction.

Minimum Education:

Bachelor's degree in Art with a concentration in Computer Graphics or a related field, or equivalent technical training.

CLIN # 5

Commercial Job Title: Subject Matter Expert

Minimum/General Experience:

Twelve years or more experience of specialized technical experience in a functional area of expertise. Shall clearly possess the ability to communicate effectively, both orally and in writing, with senior personnel. Ability to read and interpret Federal acquisition policy, regulations, and directives and to apply those interpretations fully and legally to all activities described in the SOW.

Functional Responsibility:

Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Experienced in conducting comprehensive acquisition support activities and previous major requirements support. Provide support and assistance in essentially all non-inherently governmental areas of Federal Acquisition Regulation (FAR) based Federal procurement in which advanced or complex knowledge and expertise is required. Examples of tasks shall include: assemble or review new pre-procurement packages, actively participating in Integrated Solutions Teams; researching/assembling support documentation; making quality recommendations to the COTR, validating data; assess financial and contractual issues; document findings; provide input to reports; and assemble documents needed to advertise, solicit, construct, administer and /or closeout Government contract vehicles.

Minimum Education:

Master's degree in a relevant functional area and/or equivalent experience.

CLIN # 6

Commercial Job Title: Technical Editor

Minimum/General Experience:

Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DOD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.

Functional Responsibility:

Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

Minimum Education:

Bachelor's Degree in Communications, Journalism, English, or a related field.

CLIN # 7

Commercial Job Title: Technical Writer

Minimum/General Experience:

Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.

Functional Responsibility:

Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.

Minimum Education:

Bachelor's Degree in Communications, Journalism, English, or a related field.

CLIN # 8

Commercial Job Title: Word Processor

Minimum/General Experience:

Two years of experience in creating, updating, and maintaining complex documents (e.g., may include figures, equations, tabular/statistical data, graphics, etc.) on computer systems. Must be able to type 50 words per minute and efficiently use advanced features of required word processing software. Experience with Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with other products that relate to document production such as spreadsheet or graphics software.

Functional Responsibility:

Responsible for data input, edit, or maintenance during the development/modification of complex business or technical documentation. Assists with document production, assembly, or distribution. Integrates as necessary, document content from various word processing or related software products. Checks documents for spelling, grammar, organization, consistency, and content. Confirms that document modifications are complete and accurate. Ensures that documents comply with established standards.

Minimum Education:

High School diploma.

CLIN # 9

Commercial Job Title: Training Specialist

Minimum/General Experience:

Four years of technical training experience, including two years of information systems training experience. Competent to work at a high level for all phases of information systems training.

Functional Responsibility:

Working under general direction, prepares and conducts complex training and education programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness.

Minimum Education:

Bachelor's degree in Management, a training field, or a related field.

CLIN # 10

Commercial Job Title: Business Process Specialist

Minimum/General Experience:

Two years or more of experience in evaluating, developing, and documenting organizational processes and procedures. Capable of implementing new business or computer systems and delivering operational staff training. Shall clearly possess the ability to communicate effectively, both orally and in writing, with senior personnel. Ability to read and interpret Federal acquisition policy, regulations, and directives and to apply those interpretations fully and legally to all activities described in the SOW.

Functional Responsibility:

Experienced in Federal contracting to include pre- and post-award activities. Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals. Provide support and assistance in essentially all non-inherently governmental areas of Federal Acquisition Regulation (FAR) based Federal procurement in which advanced or complex knowledge and expertise is required. Examples of tasks shall include: assemble or review new pre-procurement packages, actively participating in Integrated Solutions Teams; researching/assembling support documentation; making quality recommendations to the Contracting Officer, validating data; assess financial and contractual issues; document findings; provide input to reports; and assemble documents needed to advertise, solicit, construct, administer and /or closeout Government contract vehicles.

Minimum Education:

Bachelor's degree in Business Management, Accounting, Business Administration, or a related field and/or equivalent experience.

CLIN # 11

Commercial Job Title: Business Process Engineer

Minimum/General Experience:

Ten years of specialized technical experience in a functional area of expertise.

Functional Responsibility:

Provides expert consultative support to a functional technical area of process improvement. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to business process and reengineer efforts.

Minimum Education:

Master's degree in a relevant functional area.

CLIN # 12

Commercial Job Title: Business Process Analyst

Minimum/General Experience:

Five to 12 years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training.

Functional Responsibility:

Analyzes processes to determine most efficient methods of reorganizing and restructuring the work environment. Experience using cost/price processes and procedures to evaluate elements of cost and price contracts and contract management. Researches and analyzes data related to a project topic. Works with senior consultants to document contributions to the development of solutions to meet financial requirements. Utilize an in-depth knowledge related to strategic planning, systems alignment, organizational assessment, process improvement, facilitation, and related decision support services. Capable of independent, complex analysis, concept formulation, and new method identification. Serves as prime point of contact for clients and technical advisor. Compares costs and evaluates the quality and suitability of supplies, materials, equipment and services. Interviews and corresponds with vendors; keeps informed of new products and market conditions and trends. Confers with and assists officials of all departments to determine purchasing needs and specifications. Analyze and control the various costs related to organizational direct and indirect expenses. Develop standard costs. Determine the cost of purchased or manufactured products/service. Analyze the variance between costs and standard costs. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals. Assist with quality standards implementation.

Minimum Education:

Bachelor's degree in Business Management, Accounting, Business Administration, or a related field. An accounting designation (CPA, CA, CMA, CGA) is a definite advantage, as is work experience in management accounting (operating reports, costs, and performance measures).

CLIN # 13

Commercial Job Title: Senior Training Specialist

Minimum/General Experience:

Four years of technical training experience, including two years of information systems training experience. Competent to work at a high level for all phases of information systems training.

Functional Responsibility:

Prepares and conducts complex training and education programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Conducts needs assessments and analysis.

Minimum Education:

Bachelor's degree in Computer Science, a training field, or a related field.

CLIN # 14

Commercial Job Title: Senior Designer

Minimum/General Experience:

Combination of ten years experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

Functional Responsibility:

Responsible for planning and design of complex projects. Assist with preparing and maintaining the project schedule and budget. Prepares and delivers status reports to the customer. Alternative point of contact for the customer. Oversees work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

Minimum Education:

Bachelor's degree in Computer Science or a related field, or in the project's functional area.

CLIN # 15

TRAINING SERVICES: INSTRUCTOR-LED TRAINING, WEB BASED TRAINING, AND EDUCATION COURSES, COURSE DEVELOPMENT AND TEST ADMINISTRATION LEARNING MANAGEMENT SPECIAL ITEM NUMBER: 874-4 & 4RC

A. TRAINING AND TRAINING AIDS:

Proposed courses cover commercially-available off-the-shelf training and/or educational courses that are delivered via an Instructor-led (i.e. traditional classroom setting or conference/seminar) and/or web-based (i.e. internet/intranet, software packages and computer applications) system. Support materials not included are offered under SIN 874-5.

Proposed professional services shall be in support of planning, creating, and/or executing testing and test administration, learning management, internship, or development of new courses or subject matter delivered via an instructor-led (i.e. traditional classroom setting or conference/seminar) and /or web-based (i.e. internet/intranet, software packages and computer applications) system. Proposed customization services are the result of planning, creating and/or executing a proprietary format and may be priced as a flat rate or as labor/hours using professional labor categories (i.e. Subject Matter Experts (SMEs)), Program Managers, Project Managers, Research Assistant, Technical Specialist, etc.), subject matter(s), Systems requirements and methodology(ies) to be used should be stated.

TSM will provide off-the-shelf, or customized off-the-shelf training packages under this SIN to meet specific agency needs related to management, organizational and business

improvement services. Customization of off-the-shelf training may include but is not limited to the following:

- Workbooks
- Computer Based Training
- Overhead Transparencies
- Training Manuals
- Videotapes
- Advanced Presentation Media

B. SERVICES SUPPORT:

Services under this SIN provide organizations a variety of training mediums to include computer-based training, web-based training, video teleconferencing, and instructor-led training. Customized courseware and facilitation is also available.

C. WORKSHOP COURSE LISTING

- **TOTAL QUALITY MANAGEMENT (TQM)**

Learn the elements of TQM. This class will teach you to focus on total customer satisfaction. Also there is an emphasis on management's role, employee empowerment and teamwork, continuous improvement of products and processes, the role of measurement and analysis, strategic planning and how to get everyone involved in the effort of doing a job right the first time.

- **PRESENTATION TECHNIQUES**

This class teaches how to create and present powerful presentations. The highlight of the class is the actual development and presentation of a topic selected by each student. Charts will be developed that can be used with computerized delivery such as MS Powerpoint. Students are taught the art of commanding the floor while delivering a powerful message to their audience.

- **CONFLICT RESOLUTION**

Learn to confront any situation and control your emotions. You never have to concede or step on others once you have learned the techniques to handle conflict. This class will provide solutions to a variety of issues affecting you in the workplace. These proven techniques will also help you control your temper, tone, and disposition while confronting the conflicting situation.

- **EFFECTIVE COMMUNICATION**

How to say what you mean and mean what you say. Effective communication can be the key to becoming a success at whatever you do. This course helps you learn how to get your point across and ensures that others will have the same understanding as you. Communicating is a part of every day life and is essential to career growth and personal development. Learn how to avoid nervousness and fear when delivering your message.

- **BUSINESS PROCESS REENGINEERING**

This class teaches the methodology for describing, managing, improving, and changing complex processes and systems. Also covered is the standard approach to modeling

processes, and for defining and understanding system requirements in the government and commercial sectors. Reengineering is the resulting act of an analysis that has been conducted. This course teaches how to interpret the data and work towards the desired outcome through restructuring.

- **CULTURAL DIVERSITY (1 DAY)**

Workforce diversification is a blend of employees from different languages and cultural backgrounds. This workshop will explore gender, ethnic backgrounds, culture, age, education, learning and life experiences and how they differ in individuals to make them “unique”. Bring your team of employees together to create an office environment that can accomplish the mission of the organization without differences getting in the way.

- **ETHICS TRAINING**

The moral principles of conduct and the basic principles underlying these principles such as good, evil, right, wrong, justice, value, duty, and obligation. The ethical works of philosophers are analyzed in terms of these concepts. In this course, students will examine ethical issues in the context of business theory and practice. In the process of exploring these issues and raising questions, this course draws on a wide body of literatures including the humanities, management theory, and the social sciences. Among the most important goals of this course are: (1) to jointly examine thoughtfully ideas and perspectives in the field of business ethics and extend these ideas/perspectives to administrative practice and decision making; and (2) to enhance our moral sensibility and expand our capacity for moral inquiry, dialogue, and decision making in ways that will be useful in our professional and civic lives.

- **TEAM BUILDING**

The purpose of this course is to help strengthen the supervisor’s and employee’s team building skills. The class is designed to address the issues that bear upon an individual’s effectiveness as a team member or a team leader. This class will also help students to realistically assess skills in several critical areas of teamwork, and make plans to improve these skills. Also an emphasis is on how to become a true team member that can rise to team leader.

- **TRAIN-THE-TRAINER**

Individuals are called upon to provide training to other employees from time to time. Such experiences can be as informal as showing someone "the ropes" or as formal as conducting structured classroom presentations. The success of these experiences, for both the trainee and the trainer, depends substantially on the preparation of the trainer. This course provides the basic knowledge and skills necessary to instruct others. Trainers need to know all the latest tested and proven techniques to motivate their learners. This class will teach you how to make effective presentations, get the audience attention, and project a little humor at the right moment. This class demonstrates how training can be fun and exciting no matter what the subject matter.

- **TECHNICAL WRITING**

Learn to target your publications to a particular audience. Features include basic fundamentals of writing as they apply to a specialized topic for your target audience. This course will also cover rewriting documents and creating new materials for technical users. Often times a writer does not know where to start in the writing

process; therefore an emphasis on brainstorming for ideas, writing outlines, and how best to prevent “writers cramp” is discussed.

- **STRATEGIC PLANNING** Learn the use of long-term strategies and improvement. This class will examine the elements of strategic planning and decision-making. It is designed for those involved in changing the direction of an organization and making it more functional or profitable. Learn how to write a strategic plan and the concepts to use in applying those strategies to make the organization more effective.

- **MANAGEMENT SKILLS**

Effective managers need skills in team building, communicating, decision making, negotiating, problem-solving, goal setting, and stress management with their personnel. Participants in this important workshop learn the management techniques necessary to increase motivation and promote high morale in their subordinates.

- **CAUSAL FACTOR RE-ENGINEERING**

CFR is a revolutionary business change process. It is a tool for developing and implementing radical changes in the way business is conducted. CFR eliminates the negative and costly causal factors in business operations through the reengineering of business systems, procedures or operation processes identified by a Root Causes Analysis.

- **ROOT CAUSE ANALYSIS**

This course teaches investigative techniques for analyzing processes that interrupt core-operating functions. The identification of the root cause of problems is the key to preventing similar reoccurrences. Root Cause Analysis training also provides a structured approach with systematic techniques to identify, investigate, and categorize the causal factors (root cause) of negative occurrences within an organization, system or process.

- **PEER COACHING**

In this course you will learn how to interact freely with co-workers, supervisors, and managers to find solutions to solve problems together. This is sometimes a confidential process through which two or more professional colleagues work together to reflect on current practices; expand, refine, and build new skills; share ideas; teach one another; conduct research; or to solve problems in the workplace.